



Volunteer/Partner Interview Form

Date: _____ Position: _____ Interviewer: _____

Prospect's Name: _____ Phone: _____ Email: _____

Interviewer: Please review the SHICK Volunteer Opportunities Brochure with the potential counselor, then ask the following questions.

1. Do you have any questions about SHICK/SMP or the requirements of being a volunteer?

2. Why do you want to volunteer/partner with SHICK/SMP?

3. What would you like to get out of this experience?

4. Have you worked with seniors and/or people with disabilities?

☐ Yes ☐ No

Details:

5. Are you comfortable working with computers?

☐ Yes ☐ No

a. Do you have internet access at home or work?

☐ Yes ☐ No

6. Do you have experience with the Medicare and/or Medicaid programs?

☐ Yes ☐ No

Details:

7. Are you familiar with healthcare billing or insurance claims processing?

☐ Yes ☐ No

Details:

8. Do you have experience in trouble-shooting and problem-solving for others?

☐ Yes ☐ No

9. If you were asked a question by a beneficiary and you were not sure of the answer, how would you proceed?

Availability

Interviewer: Please review volunteer job descriptions with the prospective counselor, then gather the following information.

This person is interested in being a

- ☐ Medicare Part C/D Counselor
- ☐ Comprehensive Medicare Counselor
- ☐ Call Center Operator – (Wichita and Lawrence areas)
- ☐ Office Assistant
- ☐ Distributing Information

This person can volunteer _____ hours per week. (Volunteers only)

Please circle preferred days/times for volunteer work:

Monday am/pm	Tuesday am/pm	Wednesday am/pm	Thursday am/pm
Friday am/pm	Saturday am/pm	Sunday am/pm	

This person can participate in our next training session on _____

Interviewer Assessment *(complete after interview)*

Special Skills: _____

Comments: _____

This person would be a good candidate for: (check all that apply)

- ☐ Medicare Part C/D Counselor
- ☐ Comprehensive Medicare Counselor
- ☐ Call Center Operator – (Wichita and Lawrence areas)
- ☐ Office Assistant
- ☐ Distributing Information